

Missouri Office of Information Technology

mo.gov Statewide E-Mail Address Standard	Document Number: ITGS0005
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1.0 Purpose

This is intended to advise agencies on the new statewide E-mail address standard and the implementation timeframe approved by the Information Technology Advisory Board.

2.0 Scope

The scope of the mo.gov statewide E-Mail standard includes everyone using a State of Missouri E-mail address. It is important to communicate and coordinate the new E-mail standard implementation with all department personnel. Printed materials such as business cards and website information will need to be changed. Departments using "services.state.mo.us" E-mail accounts to forward to other E-mail servers will need to make the appropriate changes to those E-mail addresses. Any distribution lists or list serves must also be changed by December 31, 2004.

3.0 Background

The Statewide E-Mail Address Standard Committee met on July 15, 2003. As a result of that meeting the following mo.gov address standard and implementation timeframe was proposed for all Missouri State Government departments. At the July 30 ITAB meeting the proposed e-mail standard was reviewed and accepted by a vote of the ITAB members.

4.0 References

4.1 July 30, 2003 ITAB Meeting Minutes

4.2 August 27, 2003 ITAB Meeting Minutes

5.0 Revision History

Date	Description of Change
07/30/2003	Initial Standard Published
08/27/2003	Addendum added regarding E-mail address publication, Approved by ITAB on August 27, 2003

6.0 Definitions

N/A

7.0 Inquiries

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Office of Information Technology

mo.gov Statewide E-Mail Address Standard

Background

The Statewide E-Mail Address Standard Committee met on July 15, 2003. As a result of that meeting the following mo.gov address standard and implementation timeframe was proposed for all Missouri State Government departments. At the July 30 ITAB meeting the proposed e-mail standard was reviewed and accepted by a vote of the ITAB members.

Right Side of @

The address standard will consist of the following attributes: @department.mo.gov. It will be left to the discretion of the departments whether to use a division designation prior to the department abbreviation. For example: Missouri State Highway Patrol within the Department of Public Safety would be shown as @mshp.dps.mo.gov.

All departments are to provide to the Office of Information Technology the abbreviation to be used for the e-mail address standard. The department abbreviation will be comprised of 3-4 characters. Exceptions will be considered for those departments with shorter or longer abbreviations or when spelling out a name would make it more intuitive to the public.

Left Side of @

The address standard will consist of firstname.lastname@. The first name would be the employee's preferred name. Possible exceptions would be if a person's preferred name consists of a first and middle name such as "Mary Beth", or a first and middle initial such as J.R (example: marybeth.smith@ or j.r.smith@).

To resolve duplicate names within the same department the middle initial of the individual will be used to resolve the duplication. If duplicate names still exist after using the middle initial (for example, three individuals with the name John A. Smith), the first duplicate name will remain unchanged and any subsequent duplicate names will be followed by the numbers 1, 2, 3, etc., until all duplicate names have a unique address.

Departments with security issues, such as employees working in sensitive areas where it is prudent to protect their identity, should consider assigning a role-based or other appropriate identity.

Implementation Timeframe

It is required that all departments have their migration to the new statewide e-mail address standard complete by the end of FY04. The existing e-mail addresses will continue to resolve until the end of the calendar year 2004 at which time they will be discontinued.

Implementation Instructions

To begin implementing your department's migration to the "mo.gov" e-mail address standard, please send your change request to the Office of Administration Technology Services section. This can be done by submitting a request via the Technology Services cSupport ticket tracking system at helpdesk@mail.state.mo.us. Please allow at least two working days from the time of the request for the change to be effective. If your department plans to implement a change to the new e-mail address standard on a particular date, this can be accommodated with sufficient notice to the OA Help Desk.

Reminder – if your department uses "services.state.mo.us" e-mail accounts to forward to other e-mail servers, the appropriate changes will need to be made to those e-mail addresses. Please remember that any discussion lists or list serves must also be changed by December 31, 2004.

Communication

The change to the mo.gov statewide e-mail address standard affects everyone using a state e-mail address. It is important to communicate and coordinate the new e-mail standard implementation with your department personnel. Printed materials such as business cards and website information will also need to be changed. Please remember the old e-mail addresses will resolve until the end of the 2004 calendar year, thus giving your department time to make the necessary changes.

Addendum to Standards – August 22, 2003 (Approved by ITAB, August 27, 2003)

E-Mail Address Publication

The August 22, 2003 meeting of the Statewide E-Mail Address Committee resulted in the following recommendations for publication of e-mail addresses:

Individual e-mail addresses will not be published on the state's portal, but will be available internally for access by state employees. Thus, the default for individual e-mail addresses will be considered to be on the private side, unless specifically requested to be made public.

Role-based e-mail addresses will be published on the state's portal and the default considered public unless specifically requested to be available only on the private side.

All departments are advised to have role-based e-mail addresses available to the public in order for citizens to be able to communicate electronically with Missouri State Government.